

Clerical and Office Branch
General Clerical Group
Tax Series

CUSTOMER ACCOUNTS TAX CLERK II

8/97 (SAC)

Summary

Under general supervision, perform tax revenue-related customer contact and collection activities.

Typical Duties

Provide information to the public regarding intricate property taxes. Involves: receiving and recording inquiries and complaints presented by customer answering questions in detail about tax rates amounts due reasons for adjustments, and established departmental policies and procedures in person, or correspondence or telephone; referring exceptions or nonstandard problems to supervisor for processing decision.

Calculate and correct taxes owed and bill customers. Involves: searching electronic and hard copy record such as tax rolls, maps, microfiche and other files for pertinent information regarding taxpayer's status identifying appropriate adjustment code for computer entry; entering corrections and supplements current delinquent taxes; adjusting tax rolls; issuing tax certificates; posting levy changes to tax rolls verifying levy adjustments.

Perform related duties as required. Involves: assisting supervisor to train and develop less experience personnel by explaining or demonstrating policy and procedure changes, and processing of problem accounts. Substituting for coworkers or own supervisor, if assigned, to maintain continuity of operation during temporary absences; maintaining files and prepare reports as required.

Minimum Qualifications

Training and Experience: Graduation from high school or GED equivalent and two (2) years of customer contact work including one (1) year using an automated information processing system and complex coding within a property appraisal, tax or real estate environment; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of office practices and procedures; Good knowledge of: business English, spelling, and arithmetic; coding systems

Ability to: follow written and oral instructions; deal with customers promptly and courteously; make arithmetical calculations; research records and extract pertinent information; express oneself clearly and concisely; participate in training and developing coworkers; check work for adherence to established procedures, policies, rules and regulations; establish and maintain effective working relationships with fellow employees, officials and the general public; prepare reports and keep records.

Skill in: safe operation and care of common office equipment including typewriter, calculator and computer terminal or personal computer

Director of Personnel

Department Head